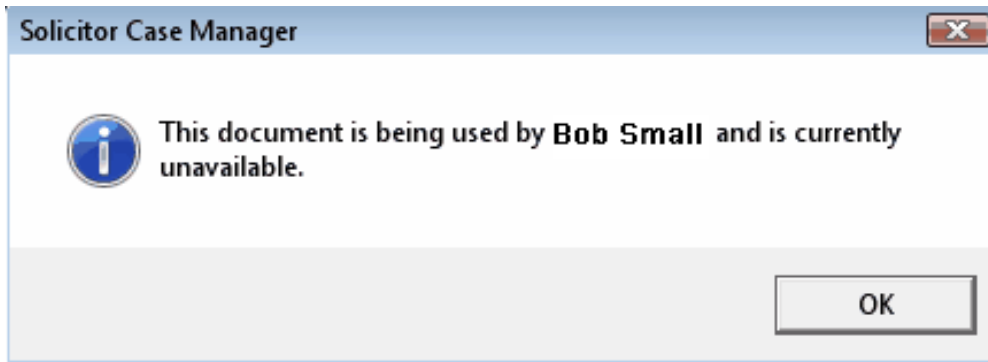





1 How to Release Locked Documents

When you have a Document open in Solicitor Case Manager it will appear locked by you if any colleagues try to open it.



From time to time Documents are locked accidentally either by:

- a) Closing the Document using the  icon and then selecting Yes to save it.
- b) Your computer/system crashes/shuts down unexpectedly.

1. Click **OK** to the above screen.

If the document is locked by you:

2. **Exit** from the case and **re-open** it.

If you don't have the Case open:

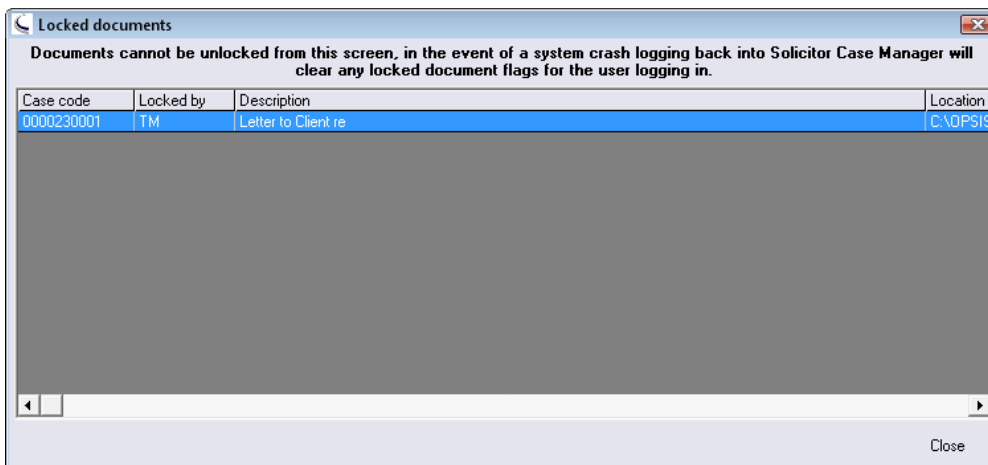
3. **Open** it, then **exit** from it.

If you know the person who has locked it, ask them to do the above steps.

The Precedent will now be available for you or your colleagues to use.

The Administrator of SCM has the permission to view locked documents in one window

- 1. Log into **SCM** as the **Administrator**.
- 2. Click **Tools, Record locking, View locked documents**.



Note: Documents cannot be unlocked from this screen, in the event of a system crash logging back into SCM will clear any locked document flags for the user logging in.



Further assistance can be obtained through the OPSIS Support Desk between 8.30am and 6.00pm on 0844 8155752 or support@opsisltd.com